



FCAV/PPSS INFO SHEET: Building & maintaining effective working relationships



Foster Care Association of Victoria Position:

As a foster carer, you will be required to enter into a number of agreements to ensure the best interests of children in your care. These will set out legal obligations, responsibilities and best practice frameworks. The key to a successful placement however lies in the quality of the relationship between the carer and the agency case worker.

This document has been developed as a tool to clarify expectations and encourage open communication when establishing the foundations for a positive working relationship. It should be considered by the carer in advance to enable reflection on past experiences. This might include what's been useful with previous workers, what hasn't worked so well, what you would like done differently, etc. Further, it is essential that this document is reviewed regularly and within agreed timelines.

Guidelines have also been established by your CSO and in the Home-based care handbook prepared by the Department, setting out expectations in relation to communication and information sharing.

Carer: _____ **Worker:** _____

Date: _____

Carer's expectations of their worker:

What are the carer's expectations of their worker?

- ✓ _____
- ✓ _____
- ✓ _____
- ✓ _____

✓ That I see my foster care worker for a face to face visit ...how often? _____

✓ That my preferred method of communication for routine matters is:

- Mobile Phone Home Phone Work Phone Email

✓ That calls will be returned as soon as possible:

When urgent: within _____ hours **When not urgent:** within _____ hours

✓ That feedback about our working relationship is heard, and a response provided, including an indication of what action will be taken.

If I'm not happy with a part of our supervisory relationship it is agreed that I will:

- ✓ _____
- ✓ _____
- ✓ _____
- ✓ _____



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Foster care workers expectations of the carer:

What are the worker's expectations of the carer?

- ✓ _____
- ✓ _____
- ✓ _____
- ✓ _____

- ✓ That when we meet I will need to discuss with you issues relating to the child/young person in your care, your support needs and information required for accountability purposes.
- ✓ That you will raise any relevant issues with me relating to the child/young person, or your role, as soon as possible.
- ✓ That you will provide feedback about my work practices in a timely and constructive manner, and if not satisfactorily dealt with, you may raise concerns with my line manager.
- ✓ That when you ring and leave a message, you let me know the urgency of the matter, and what is required so that I can better respond to your call.
- ✓ That I will review this understanding on a regular basis as part of the carer review process.

If I'm not happy with a part of our supervisory relationship it is agreed that I will:

- ✓ _____
- ✓ _____
- ✓ _____
- ✓ _____

Next Review Date: _____

Signatures

Carer: _____

Worker: _____

Date: _____

Date: _____